Ref. 1

TELEPHONE RESPONSE CONTROL METHOD

Publication number: JP8298546 (A)
Publication date: 1996-11-12
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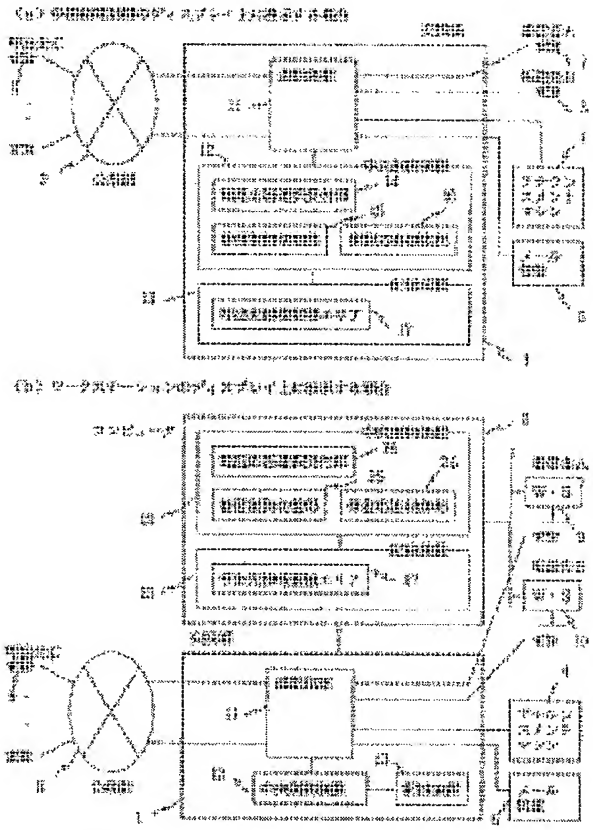
Classification:
- international: ***H04M3/54; H04M3/42; H04M11/00;*** **H04M3/54; H04M3/42; H04M11/00;** (IPC1-7): H04M3/42; H04M3/54; H04M11/00
- European:
Application number: JP19950103496 19950427
Priority number(s): JP19950103496 19950427

Abstract of **JP 8298546 (A)**

PURPOSE: To improve efficiency of jobs or the like by judging the contents of a telephone call made to a user and transferring the telephone call or the like. CONSTITUTION: An exchange 1 is provided with a speech path network 11, a central controller 12, a storage device 13, a telephone response selection reception part 14, an incoming call control changeover part 15, a holding response control part 16 and a call origin information storage area 17 and a computer 2 is provided with the central controller 22, the storage device 23, the telephone response selection reception part 24, the incoming call control changeover part 25, the holding response control part 26 and the call origin information storage area 27.; Then, the incoming call control changeover parts 15 and 25 switch incoming call control such as transferring the call being called to someone else for a request front a call terminating person and switching it to a talkie, etc. Also, the holding response control parts 16 and 26 control a response such as displaying the information of a call origin for which a telephone response is held for the request from the call terminating person, performing holding response to the call origin for which the telephone response is held and originating the call to the call origin for which the telephone response is held. In such a manner, the contents of the telephone call are judged and the telephone call is transferred to someone else or the like without responding to it.



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Cited document 1 (JP H08-298546A)

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CLAIMS

[Claim(s)]
[Claim 1]In a system which displays information on a caller on a display of a multi-functional telephone at the time of a telephone call, It has caller information storage area which has a field which memorizes contents which manage information on a caller in memory storage of a switchboard, Registration of a demand from an action addressee to a prime controller of a switchboard into a telephone call, and a telephone answer selection reception part which receives a demand from an action addressee at the time of a response to a caller which suspended a telephone answer, A mail arrival control switching part which calls to a demand from an action addressee, and transmits an inner call to other someone, changes to a talkie, or changes thing arrival control, Display information on call origin which suspended a telephone answer to a demand from an action addressee, or, A suspension reply control part which performs reply control which carries out a suspension response to a caller which suspended a telephone answer, or sends to a caller which suspended a telephone answer is provided, A telephone answer control method preventing discontinuation of work which makes an action addressee judge based on the information at the time of a call, without answering, makes other someone transmit an incoming call by operation of an action addressee, and is performed now.
[Claim 2]Make an action addressee judge based on the information in said system at the time of a call, without answering, and by operation of an action addressee. A telephone answer control method according to claim 1 preventing discontinuation of work which changes an incoming call to mail of an action addressee, hears business of a caller instead of an action addressee, and is performed now.
[Claim 3]Make an action addressee judge based on the information in said system at the time of a call, without answering, and by operation of an action addressee. A telephone answer control method according to claim 1 preventing discontinuation of work which keeps an incoming call waiting, changes to a talkie, makes a caller suspend temporarily, and carries out a suspension

response to an agency receiving a message by operation of an action addressee, and which is performed now.

[Claim 4]In a system which displays information on a caller on a display of a workstation at the time of a telephone call, It has caller information storage area which has a field which memorizes contents which manage information on a caller in a storage device connected to a switchboard, Registration of a demand from an action addressee to a prime controller of a computer connected to a switchboard into a telephone call, and a telephone answer selection reception part which receives a demand from an action addressee at the time of a response to a caller which suspended a telephone answer, A mail arrival control switching part which calls to a demand from an action addressee, and transmits an inner call to other someone, changes to a talkie, or changes thing arrival control, Display information on call origin which suspended a telephone answer to a demand from an action addressee, or, A suspension reply control part which performs reply control which carries out a suspension response to a caller which suspended a telephone answer, or sends to a caller which suspended a telephone answer is provided, A telephone answer control method preventing discontinuation of work which makes an action addressee judge based on the information at the time of a call, without answering, makes other someone transmit an incoming call by operation of an action addressee, and is performed now.

[Claim 5]Make an action addressee judge based on the information in said system at the time of a call, without answering, and by operation of an action addressee. A telephone answer control method according to claim 4 preventing discontinuation of work which changes an incoming call to mail of an action addressee, hears business of a caller instead of an action addressee, and is performed now.

[Claim 6]Make an action addressee judge based on the information in said system at the time of a call, without answering, and by operation of an action addressee. A telephone answer control method according to claim 4 preventing discontinuation of work which keeps an incoming call waiting, changes to a talkie, makes a caller suspend temporarily, and carries out a suspension response to an agency receiving a message by operation of an action addressee, and which is performed now.

[Claim 7]Make an action addressee judge based on the information in said system at the time of a call, without answering, and by operation of an action addressee. A telephone answer control method according to claim 4 preventing discontinuation of work which accumulates information on a caller, changes an incoming call to a talkie, stimulates cutting to a caller, makes send immediately to a caller and is performed by simple operation of an action addressee later now.

[Translation done.]

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DETAILED DESCRIPTION

[Detailed Description of the Invention]
[0001]
[Industrial Application]This invention relates to the service method for telephone answer control of the action addressee at the time of a telephone call in an electronic branch exchange system. In recent years, work environment which has one telephone for every individual [in a company etc.] is increasing. For example, workstations, such as telephone, a personal computer, and a word processor, may be used for exclusive use for every individual.
[0002]In such work environment, when the individual has got the telephone call conventionally, the current line certainly needs to interrupt and carry out the telephone answer of the work to require, and inefficient-ization by discontinuation of the work which requires a current line poses a problem. For this reason, service that you want to stop a call is demanded, without answering a telephone according to the contents (a caller, business, etc.) of the telephone concerning individually-addressed.
[0003]Therefore, it is necessary to notify the contents (a caller, business, etc.) of the telephone which individually-addressed has got to an action addressee, and to provide the service which other someone are made to transmit, and the service which is changed to its own mail and made to execute by proxy and which gives its service and waits (suspension) and the service to which cutting is urged by simple operation of an action addressee.
[0004]
[Description of the Prior Art]When a current line gives priority to the work to require and an action addressee cannot answer a mail arrival telephone then conventionally, the contents of the telephone of a caller -- it was not based on how, when it was always transmitted to the destination beforehand fixed by answering delay and the absence transfer was registered beforehand, it was not based on the contents of the telephone of a caller, but it was always transmitted to the beforehand fixed destination.
[0005]
[Problem(s) to be Solved by the Invention]Therefore, with answering delay service of the former [**** / that the problem of decline in the working efficiency of the work to require produces the current line by discontinuation of the work to require], a current line. In answering delay service and absence-transfer

service of the former [**** / that if a next door and ringing tone are / sound / continue / a certain fixed time and ringing tone / noisy, the problem of keeping a caller waiting for a long time arises]. It was always transmitted to the beforehand fixed destination, and the problem that an action addressee could not choose the destination freely according to the contents of the telephone of a caller had arisen.

[0006]In order that this invention may solve the above-mentioned problem, at the time of a call, notify the contents of the telephone of a caller to an action addressee (a caller, business, etc.), and an action addressee, without answering by simple operation. A current line aims at preventing the stop of the work to require by providing the service which other someone are made to transmit, and the service which is changed to its own mail and made to execute by proxy and which gives its service and waits (suspension) and the service to which cutting is urged.

[0007]

[Means for Solving the Problem]A principle lineblock diagram of this invention is shown in drawing 1. In order to display information on a caller at the time of a telephone call, it divides into a system displayed on a display of a multi-functional telephone, and a system displayed on a display of a workstation, and explains. Drawing 1 (a) shows a case where drawing 1 (b) is displayed on a display of a workstation, when displaying on a display of a multi-functional telephone.

[0008]in a figure -- 1 -- a switchboard and 2 -- a computer and 3 -- a public network and 4 -- an announcement machine and 5 -- telephone of the action addressee A and 8 show telephone of the destination B, 9 shows a workstation of the action addressee A, and, as for telephone of the caller C, and 7, a mail device and 6 show a workstation of the destination B 10.

[0009]in the switchboard 1 -- 11 -- a channel network and 12 -- a telephone answer selection reception part and 15 show a mail arrival control switching part, 16 shows a suspension reply control part, 17 shows caller information storage area, and a prime controller and 13 memory storage and 14 in the computer 2, 22 -- a telephone answer selection reception part and 25 show a mail arrival control switching part, 26 shows a suspension reply control part, and, as for memory storage and 24, a prime controller and 23 show caller information storage area 27.

[0010]the inside of a figure, and the caller information storage area 17 -- 27 being a caller information storage part with a field which memorizes contents which manage information on a caller, and, carrying out telephone call appearance of the telephone answer selection reception part 14 and 24 -- inside -- from an action addressee -- "-- others -- transfer-request" to someone. "A change demand to its own mail", "a telephone answer suspension demand depended for making it wait each other", At the time of a response to a caller which received "a telephone answer suspension demand by cutting", and suspended a telephone answer, "a display requirement to a caller which suspended a telephone answer" from an action addressee, Reception of "a response request to a caller which suspended a telephone answer", and "being a calling request to a caller which suspended a telephone answer" is performed.

[0011]the inside of a figure, and the mail arrival control switching part 15 -- call 25 to a demand from an action addressee, and it transmits an inner call to other someone, or, Change to a talkie, or change thing arrival control, and the suspension reply control part 16 and 26 display information on call origin which suspended a telephone answer to a demand from an action addressee, or, Carry out a suspension response to a caller which suspended a telephone answer, it sends to a caller which suspended a telephone answer, or thing reply control is performed.

[0012]

[Function]In the system which displays the information on a caller on the display of a multi-functional telephone by forming these means at the time of a telephone call, or the system which displays the information on a caller on the display of a workstation at the time of a telephone call, ** . How to transmit the telephone which judged the contents (a caller, business, etc.) of the telephone to the telephone which has required the action addressee for itself, and he has got without answering to other someone.

** . Way an action addressee changes the telephone which judged the contents (a caller, business, etc.) of the telephone to the telephone concerning itself, and he has got without answering to its own mail, and makes it execute by proxy.

** . -- the telephone which judged the contents (a caller, business, etc.) of the telephone to the telephone which has required the action addressee for itself, and he has got without answering -- an action addressee -- the method for which keep him waiting, change to a talkie and a caller is made to suspend temporarily.

** . -- the telephone which judged the contents (a caller, business, etc.) of the telephone to the telephone which has required the action addressee for itself, and he has got without answering -- an action addressee -- the method of keeping him waiting, changing to a talkie and urging cutting to a caller.

[0013]These methods become possible and the information on the call origin which suspended the telephone answer is displayed, A suspension response can be carried out to the caller which suspended the telephone answer, it can be made to send to the caller which suspended the telephone answer, and prevention of inefficient-izing by discontinuation of the work which the present action addressee is doing, and the response of a smooth telephone can be realized.

[0014]

[Example]Drawing 2 and drawing 3 show example (the 1) - (the 6) of the example (the 1) of the connection configuration figure of this invention, (its 2), drawing 4 - a processing flow chart [in / in drawing 9 / connection configuration drawing 2], and drawing 10 - drawing 15 show example (the 1) - (the 6) of the processing flow chart in connection configuration drawing 3.

[0015]The example of a connection configuration figure in the system by which drawing 2 displays the information on a caller on the display of a multi-functional telephone in the connection configuration figure of drawing 2 and drawing 3 at the time of a telephone call, Drawing 3 shows the example of a connection configuration figure in the system which displays the information on a caller on the display of a workstation at the time of a telephone call.

[0016]In the processing flow chart in connection configuration drawing 2 and drawing 3, drawing 4 and drawing 10, respectively At the time of a telephone call. The processing flow chart, drawing 5, and drawing 11 which transmit an incoming call to other someone without answering, respectively At the time of a telephone call. The processing flow chart which changes an incoming call to mail of an action addressee without answering is shown, Drawing 6, the processing flow chart which waits a caller without drawing 12 answering at the time of a telephone call, respectively, The processing flow chart, drawing 8, drawing 9 and drawing 14, and drawing 15 to which cutting is urged without drawing 7 and drawing 13 answering at the time of a telephone call, respectively display the information on the caller which suspended the telephone answer, respectively, and show the processing flow chart which answers to the caller which suspended the telephone answer.
[0017]In the connection configuration figure of drawing 2 and drawing 3, a channel network, 12, and 22 11 A prime controller, 13 and 23 -- memory storage, 14, and 24 -- a telephone answer selection reception part, 15, and 25 show 16, and, as for a mail arrival control switching part and 26, caller information storage area, 18, and 28 show the following link a suspension reply control part, 17, and 27, as for a member corresponding state management table, 19, and 29.
[0018]The multi-functional telephone of the action addressee A and the multi-functional telephone of the destination B are connected to the channel network of a switchboard, and the telephone of the caller C is connected to the channel network of a switchboard via a public network. The workstation of the action addressee A and the workstation of the destination B are connected to a computer, and a computer is connected to a switchboard. An announcement machine and a mail device are connected to the channel network of a switchboard.
[0019]In the processing flow chart in the case of transmitting an incoming call to other someone at the time of the multi-functional telephone call of drawing 4, without answering, (11) the case where there is telephone arrival to the member A -- the display top of the multi-functional telephone of the action addressee A -- the information on the caller C (for example, the name of a caller.) Display a telephone number, business, urgency, etc. and the (12) member A performs priority attachment of work and telephone answer work which requires a current line based on this information, Judge transmitting to the member B and the (13) member A does not answer an incoming call, The one-touch button of the destination (member B) is pushed, "the transfer request to this member (member B)" is received from the action addressee A in (14) telephone call, and the terminal state corresponding to this destination (member B) is extracted from (15) member corresponding state management table.
(16) If it confirms whether the extracted terminal state is an opening and the terminal state by which (17) extraction was carried out comes to be vacant, an incoming call will be transmitted to this destination (member B), and the call to the (18) member A will be stopped.
(19) If the extracted terminal state becomes except an opening, it will indicate

that it cannot execute this destination (member B) by proxy on the display of the member's A multi-functional telephone.
(20) The member A judges transmitting to another member, and returns to the step of (13).
[0020]In the processing flow chart in the case of changing an incoming call to mail of an action addressee at the time of the multi-functional telephone call of drawing 5, without answering, (21) the case where there is telephone arrival to the member A -- the display top of the multi-functional telephone of the action addressee A -- the information on the caller C (for example, the name of a caller.) A telephone number, business, urgency, etc. are displayed, the (22) member A performs priority attachment of work and telephone answer work which requires a current line based on this information, and it judges changing to its own mail and making it execute by proxy.
(23) The member A does not answer an incoming call but does the depression of the e-mail button.
(24) carrying out telephone call appearance -- inside -- the action addressee A to "a change demand to its own mail" -- ******.
(25) Change an incoming call to this mail and stop the call to the (26) member A.
[0021]In the processing flow chart in the case of waiting a caller at the time of the multi-functional telephone call of drawing 6, without answering, (31) the case where there is telephone arrival to the member A -- the display top of the multi-functional telephone of the action addressee A -- the information on the caller C (for example, the name of a caller.) A telephone number, business, urgency, etc. are displayed, the (32) member A performs priority attachment of work and telephone answer work which requires a current line based on this information, and it judges waiting the telephone answer to the caller C.
(33) The member A does not answer an incoming call but does the depression of the suspension button.
(34) Receive "a telephone answer suspension demand depended for making it wait each other" from the action addressee A in a telephone call.
(35) Record the information on a caller, including for example, the name of a caller, a telephone number, business, urgency, etc., a telephone answer holding state, and telephone answer suspension time on this member correspondence of caller information storage area.
(36) Keep an incoming call waiting, change to a talkie, and stop the call to the (37) member A.
[0022]In the processing flow chart in the case of urging cutting to a caller at the time of the multi-functional telephone call of drawing 7, without answering, (41) the case where there is telephone arrival to the member A -- the display top of the multi-functional telephone of the action addressee A -- the information on the caller C (for example, the name of a caller.) A telephone number, business, urgency, etc. are displayed, the (42) member A performs priority attachment of work and telephone answer work which requires a current line based on this information, and what is telephoned by return from here later is judged.
(43) The member A does not answer an incoming call but does the depression of

the re-call button.
(44) Receive "a telephone answer suspension demand by cutting" from the action addressee A in a telephone call, and record the information on a caller, including for example, the name of a caller, a telephone number, business, urgency, etc., a telephone answer holding state, and telephone answer suspension time on this member correspondence of (45) caller information storage area.
(46) Change to the talkie of the purport that he telephones an incoming call by return from here later, urge cutting to the caller C, and stop the call to the (47) member A.
[0023]In the processing flow chart in the case of displaying the information on the caller which suspended the telephone answer for the multi-functional telephone of drawing 8 and drawing 9, and answering to this caller, (51) When the member A answers to the caller which suspended the telephone answer, the member A pushes a suspension button or a re-call button, receives "the response request to the caller which suspended the telephone answer" from the (52) member A, and extracts the information on the caller corresponding to this member of (53) caller information storage area.
(54) If there are two or more callers which confirmed whether there would be two or more callers which suspended the telephone answer, and suspended (55) telephone answers, caller information storage area -- this member's caller information (for example, the name of a caller.) A telephone number, business, urgency, etc. extract a telephone answer holding state and telephone answer suspension time, and the information on the caller which suspended the telephone answer on the display of the (56) member's A multi-functional telephone, including for example, the name of a caller, a telephone number, business, urgency, etc., a telephone holding state, and telephone suspension classification are displayed.
(57) If it confirms whether answer to the caller which suspended this telephone answer and (58) response requests are not carried out, the caller which suspended the following telephone answer will be extracted from the information on the caller corresponding to this member of caller information storage area, and it will return to a step (56).
(59) If a response request is carried out, the member A will do the depression of a suspension button or the re-call button again.
(60) Confirm whether to be suspension button depression, if it is (61) suspension button depression, the suspension to the caller which suspended this telephone response will be canceled, and the caller which suspended this telephone answer considers it as under a telephone call with the (62) member A.
(63) If it is not a suspension button but a re-call button, the telephone number of the caller which suspended this telephone answer will be extracted from caller information storage area, and the telephone number of the caller which suspended (64) this telephone answer will be dialed.
(65) Call the caller which suspended this telephone number.
(66) While the caller which suspended the telephone answer telephones to the member A by the response of the caller which suspended this telephone

answer, carry out.
[0024]In the processing flow chart in the case of transmitting an incoming call to other someone at the time of the telephone call of the workstation of drawing 10, without answering, (11) When there is telephone arrival to the 'member A, on the display of the workstation of the action addressee A Information on the caller C. The menu of a response means with (for example, the name of a caller, a telephone number, business, urgency, etc.) is displayed, the (12)' member A performs priority attachment of work and telephone answer work which requires a current line based on this information, and it judges transmitting to the member B.
(13) 'member A does not answer an incoming call, but chooses "transmission" from the menus of a response means, and displays the list of the destination on the display of the workstation of (14)' member A.
(15) "This destination (member B)" is chosen from the menus of 'destination.
(16) "The transfer request to this member (member B)" is chosen as 'telephone call Naka from the action addressee A.
(17) From 'member corresponding state management table, the terminal state corresponding to this destination (member B) is extracted.
(18) -- ' -- confirming whether the extracted terminal state is an opening -- (19)' -- transmitting an incoming call to this destination (member B), if a terminal state is an opening -- (20)' -- the call to the member A is stopped.
(19) It indicates that "terminal state is vacant, and it cannot execute this destination (member B) by proxy on the display of the member's A workstation if it is except, and is (20)". The member A judges transmitting to another member, and returns to step (15)'.
[0025]In the processing flow chart in the case of changing an incoming call to mail of an action addressee at the time of the telephone call of the workstation of drawing 11, without answering, (21) When there is telephone arrival to the 'member A, on the display of the workstation of the action addressee A Information on the caller C. The menu of (for example, the name of a caller, a telephone number, business, urgency, etc.), and a response means is displayed, and it is (22)'. It judges that the member A performs priority attachment of work and telephone answer work to require, changes a current line to his own mail, and makes it execute by proxy based on this information.
(23) -- ' -- the member A does not answer an incoming call but chooses "vicarious execution by his own mail" from the menus of a response means -- (24)' -- telephone call appearance is carried out and "a change demand to its own mail" is received from the action addressee A to inside.
(25) 'incoming call is changed to this mail and it is (26)'. The call to the member A is stopped.
[0026]In the processing flow chart in the case of waiting a caller at the time of the telephone call of the workstation of drawing 12, without answering, (31) When there is telephone arrival to the 'member A, on the display of the workstation of the action addressee A Information on the caller C. The menu of (for example, the name of a caller, a telephone number, business, urgency, etc.), and a response means is displayed, and it is (32)'. The member A performs priority attachment of work and telephone answer work which requires a

current line based on this information, and it judges waiting the telephone answer to the caller C.
(33) -- ' -- the member A does not answer an incoming call but chooses "you make it wait each other" from the menus of a response means -- (34)' -- telephone call appearance is carried out and "a telephone answer suspension demand depended for making it wait each other" is received from the action addressee A to inside.
(35) The information on a caller, including for example, the name of a caller, a telephone number, business, urgency, etc., a telephone answer holding state, and telephone answer time are recorded on the area corresponding to this member of 'caller information storage area.
(36) 'incoming call is kept waiting, and it changes to a talkie, and is (37)'. The call to the member A is stopped.
[0027]In the processing flow chart in the case of urging cutting to a caller at the time of the telephone call of the workstation of drawing 13, without answering,
(41) When there is telephone arrival to the 'member A, on the display of the workstation of the action addressee A Information on the caller C. The menu of (for example, the name of a caller, a telephone number, business, urgency, etc.), and a response means is displayed, and it is (42)'. The member A judges that a current line performs priority attachment of work and telephone answer work to require, and telephones it by return from here based on this information later.
(43) -- ' -- the member A does not answer an incoming call but chooses a "clinch telephone" from the menus of a response means -- (44)' -- telephone call appearance is carried out and "a telephone answer suspension demand by cutting" is received from the action addressee A to inside.
(45) The information on a caller, including for example, the name of a caller, a telephone number, business, urgency, etc., a telephone answer holding state, and telephone answer time are recorded on the area corresponding to this member of 'caller information storage area.
(46) It changes to the talkie of the purport that he telephones 'incoming call by return from here later, cutting is urged to the caller C, and it is (47)'. The call to the member A is stopped.
[0028]In the processing flow chart in the case of displaying the information on the caller which suspended the telephone answer, and answering to this caller on the display of the workstation of drawing 14 and drawing 15, (51) When the 'member A answers to the caller which suspended the telephone answer, the member A chooses a "response" from the response means menus currently displayed on the display of a workstation.
(52) "The response request to the caller which suspended the telephone answer" is received from the 'member A.
(53) The information on the caller corresponding to this member of 'caller information storage area is extracted.
(54) The list of the callers which suspended the telephone answer on the display of the workstation of 'member A is displayed.
(55) It confirms whether display 'detailed information and is (56)'. If detailed information is displayed, the member A will choose "a detailed information

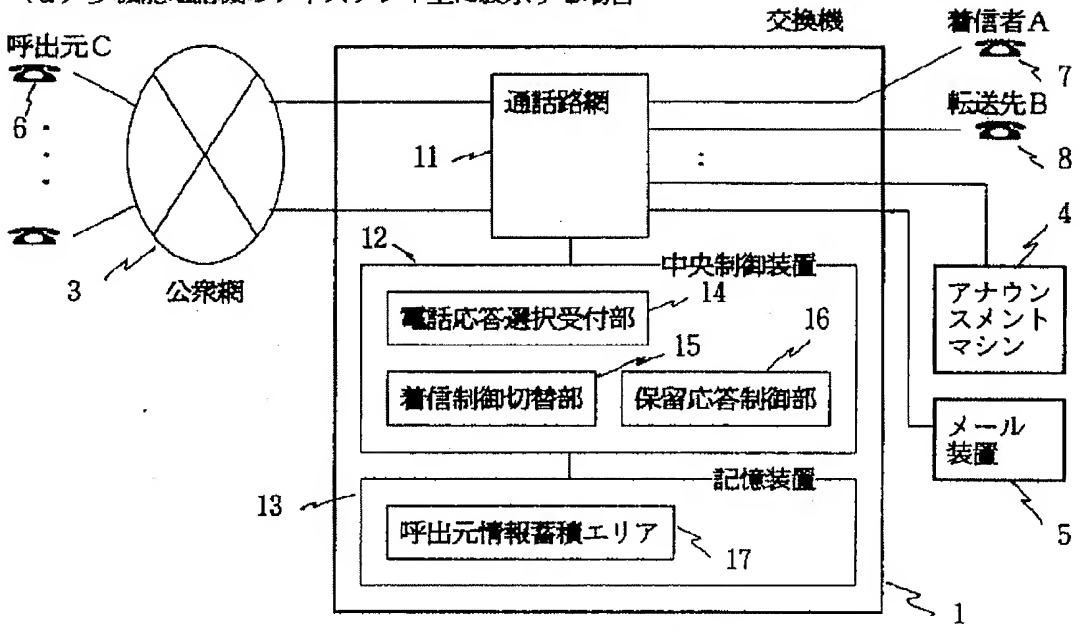
display" from the response means menus currently displayed on the workstation.
(57) 'member A chooses "the caller which suspended this telephone answer" from the lists of the callers which suspended the telephone answer.
(58) The information on a caller, including for example, the name of a caller, a telephone number, business, urgency, etc., a telephone answer holding state, and telephone answer suspension time are extracted from the area corresponding to this member of 'caller information storage area.
(59) The information on the caller which suspended this telephone answer on the display of the workstation of 'member A, including for example, the name of a caller, a telephone number, business, urgency, etc., a telephone answer holding state, and telephone answer suspension time are extracted.
(60) -- ' -- if it confirms whether answer to the caller which suspended this telephone answer and a response request is not carried out, it will return to step (55)'.
(61) In the check of 'the above (55)', if it does not indicate by detailed information, "the caller which carries out a response request" will be chosen from the lists of the callers for which the member A suspended the telephone answer.
(62) The information on a caller, including for example, the name of a caller, a telephone number, business, urgency, etc., a telephone answer holding state, and telephone answer suspension time are extracted from the area corresponding to this member of 'caller information storage area.
(63) -- ' -- it is confirmed whether the holding state of the caller which suspended this telephone answer is waiting.
(64) If 'holding state is queuing, release of the suspension to the caller which suspended this telephone answer will be directed.
(65) -- ' -- canceling the suspension to the caller which suspended this telephone answer -- (66)' -- while the caller which suspended this telephone answer telephones to the member A, it carries out.
(67) If 'holding state is not queuing, the telephone number of the caller which suspended this telephone answer will be extracted from caller information storage area.
(68) The 2 person connection between 'member A and the caller which suspended this telephone answer is directed.
(69) 'member A is called.
(70) The caller which suspended this telephone answer is called by the response of 'member A.
(71) -- ' -- while the caller which suspended the telephone answer telephones to the member A by the response of the caller which suspended this telephone answer, it carries out.
[0029]
[Effect of the Invention]as opposed to the telephone which has required the action addressee for itself according to this invention as explained above -- the contents (a caller.) of the telephone It is large to make other someone transmit the telephone which judged business etc. and he has got without answering, or to change to its own mail, and to make it execute by proxy, to wait and

(suspension) carry out, or to change to a talkie, to do so the effect it becomes possible to urge cutting, and to contribute to improvement in the increase in efficiency of business etc.

[Translation done.]

本発明の原理構成図

（a）多機能電話機のディスプレイ上に表示する場合



（b）ワークステーションのディスプレイ上に表示する場合

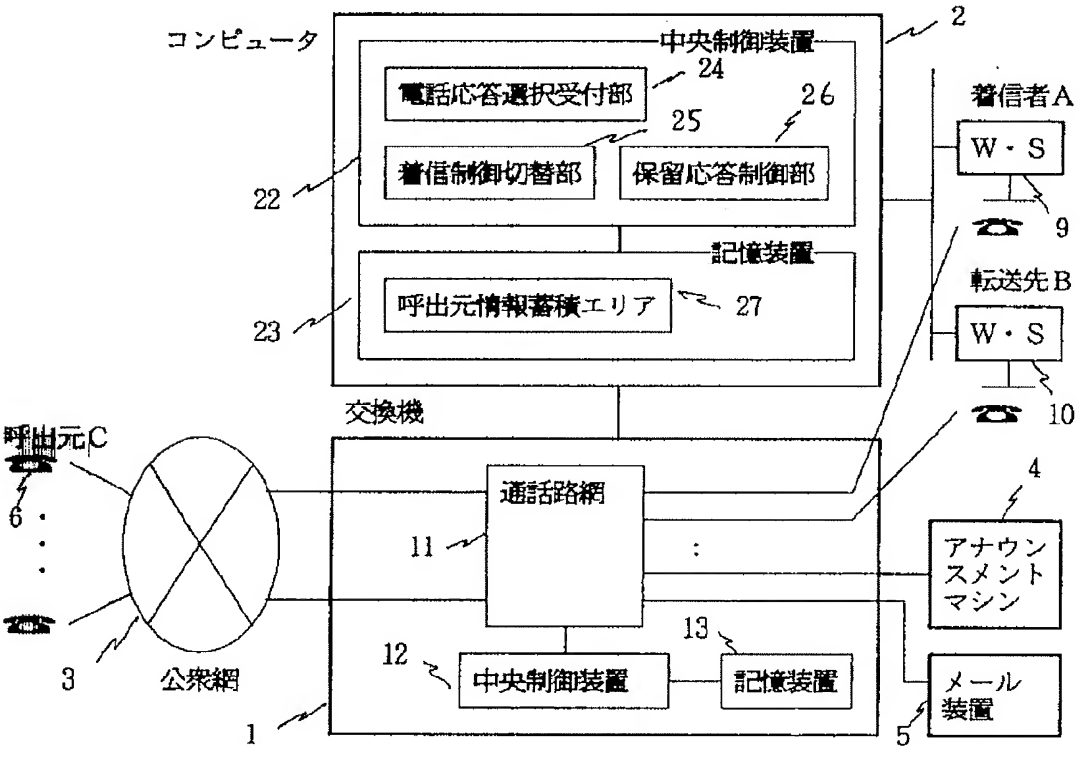


Fig 1

本発明の接続構成図の実施例（その１）

（多機能電話機のディスプレイ上に表示する場合）

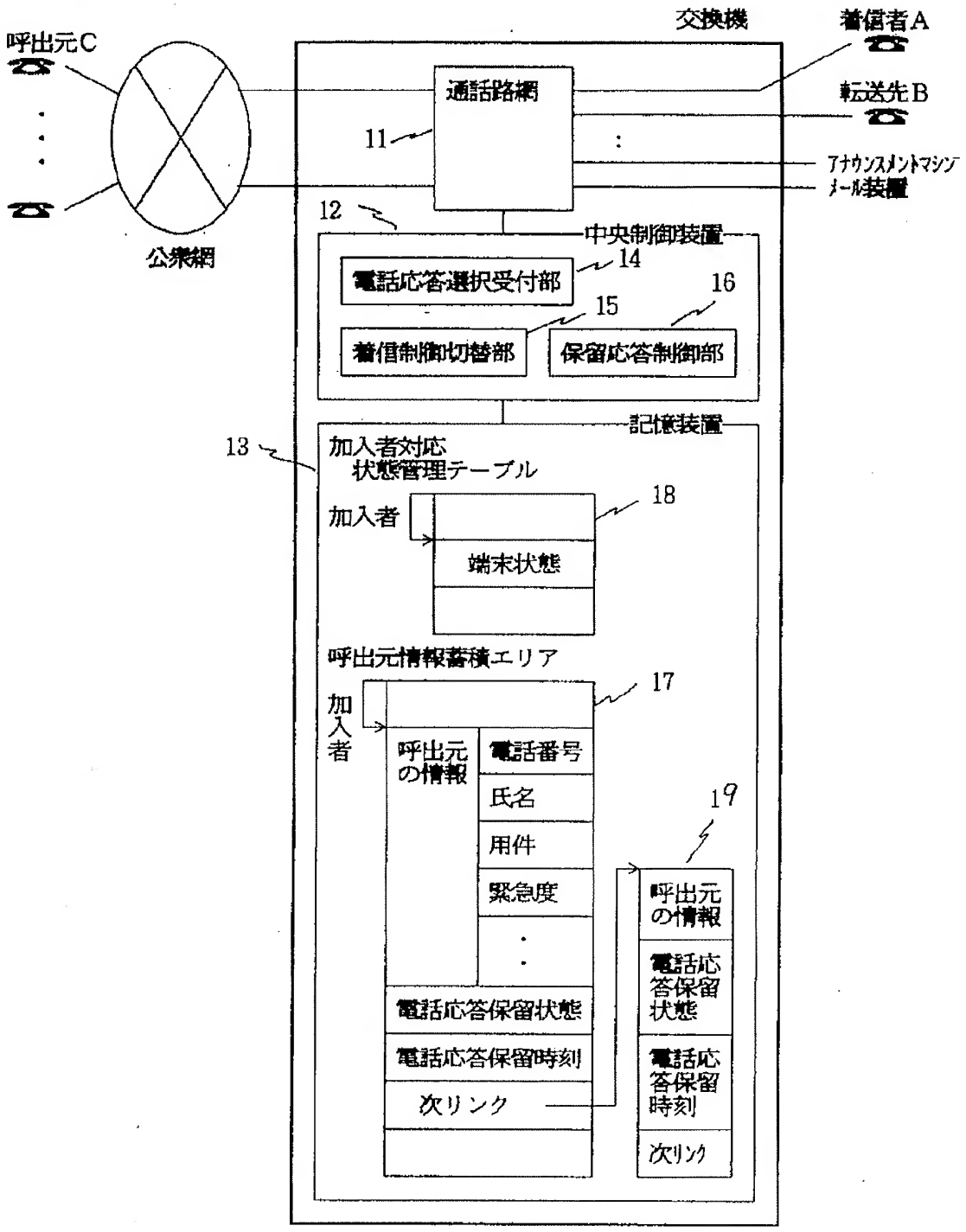


Fig 2

本発明の接続構成図の実施例（その２）

（ワークステーションのディスプレイ上に表示する場合）

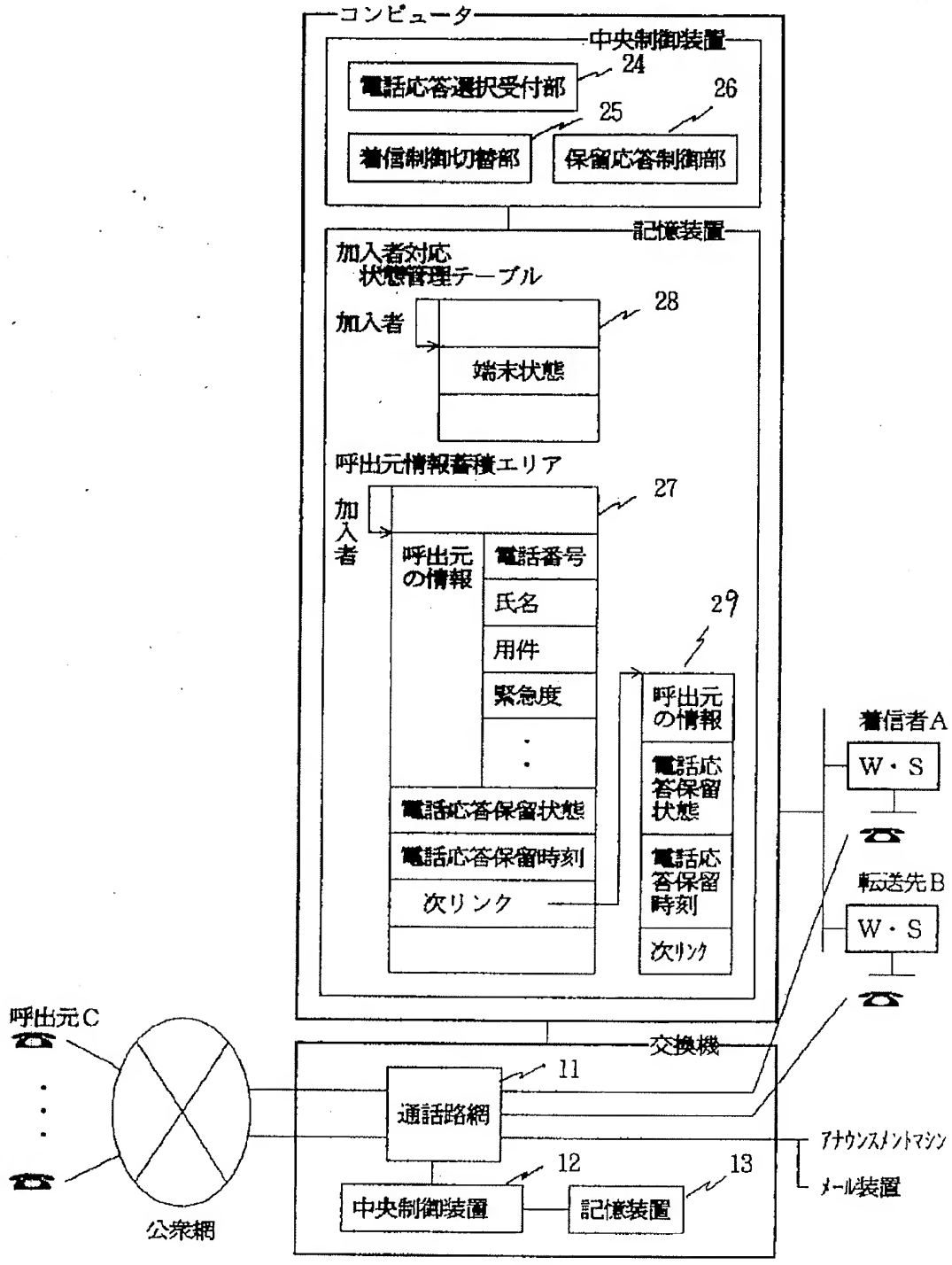


Fig 3

図２における処理フローチャート（その１）

（多機能電話機呼出し時、応答せずに着信呼を他の誰かに転送する場合）

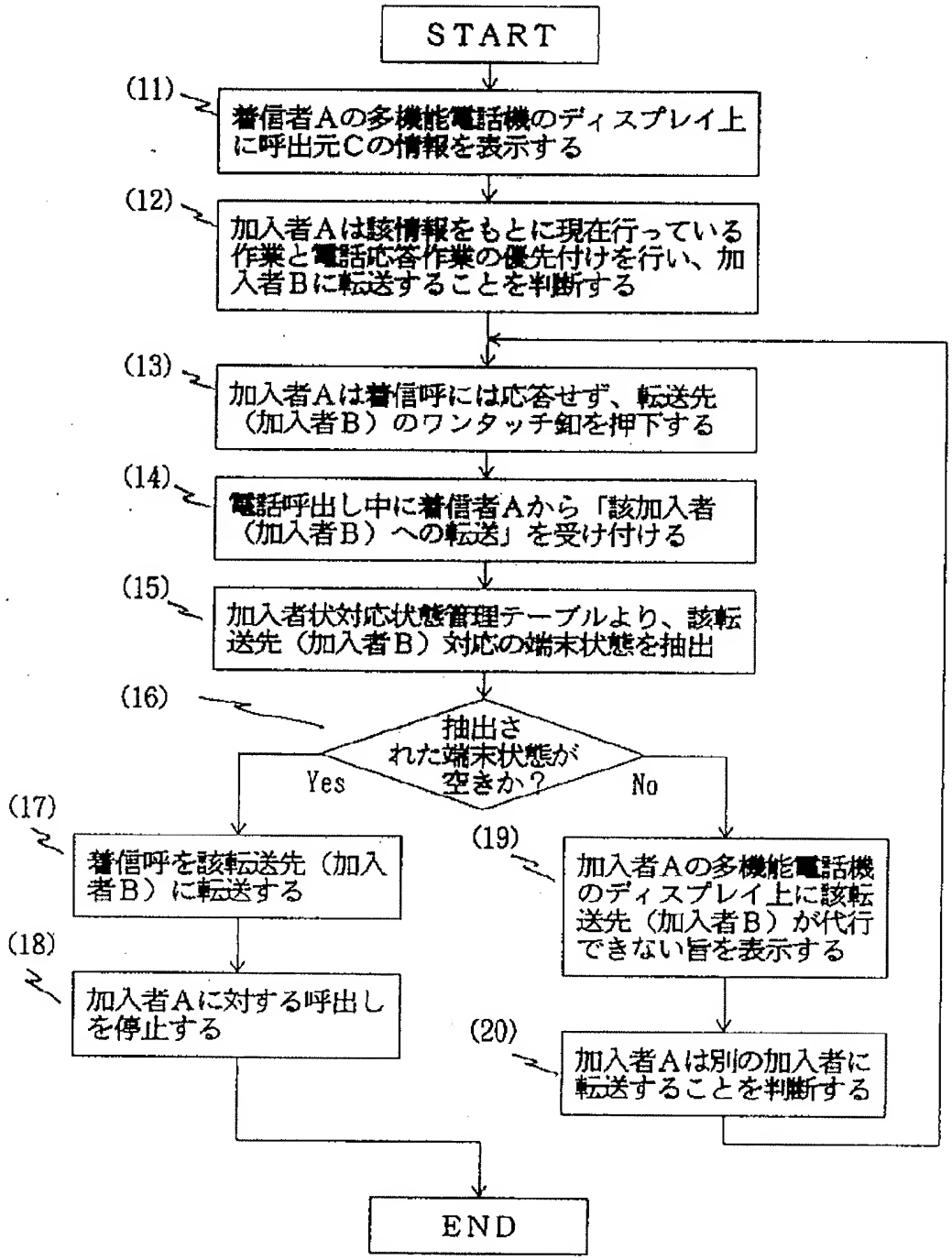


Fig 4

図2における処理フローチャート（その2）

（多機能電話機呼出し時、応答せずに着信呼を着信者のメールに切替える場合）

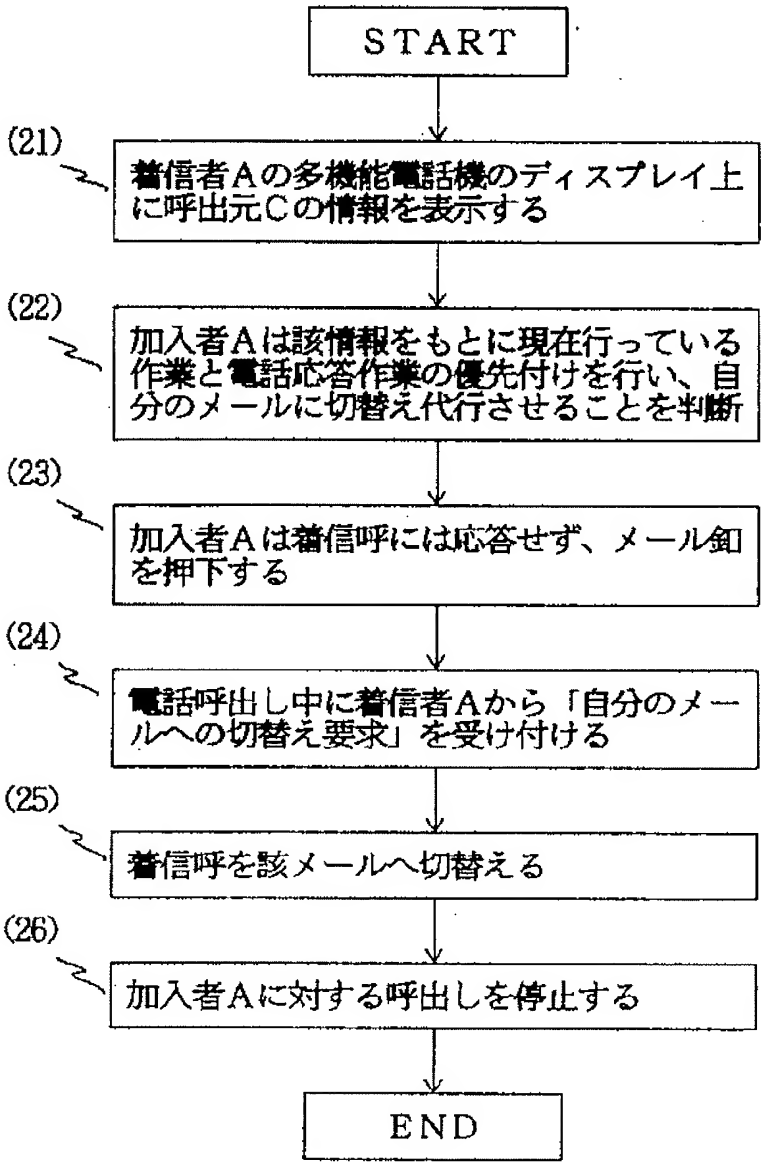


Fig 5

図2における処理フローチャート（その3）

（多機能電話機呼出し時、応答せずに呼出元を待ち合わせる場合）

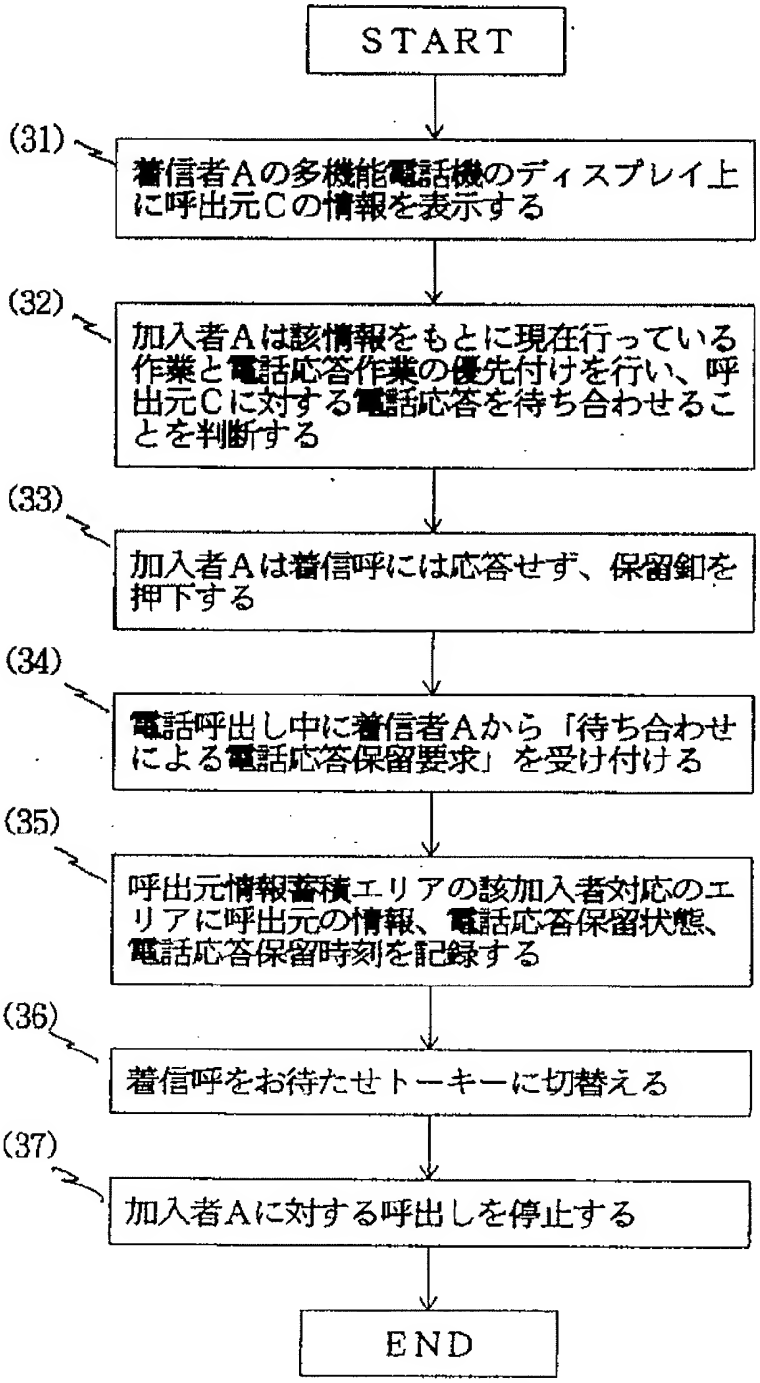


Fig 6

図2における処理フローチャート（その4）

（多機能電話機呼出し時、応答せずに呼出元に切断を促す場合）

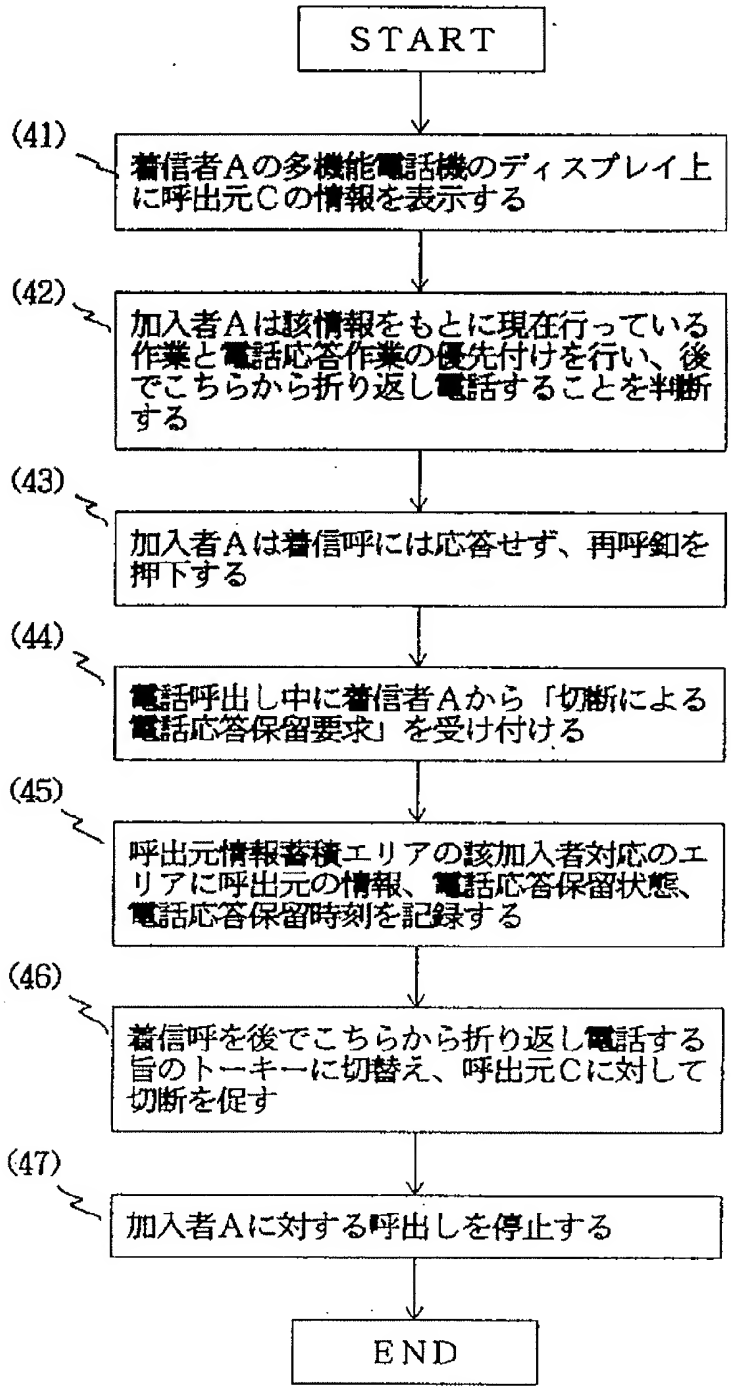


Fig 7

図２における処理フローチャートの実施例（その５）

（多機能電話機に電話応答を保留した呼出元の情報を表示し、該呼出元に対し応答する場合）

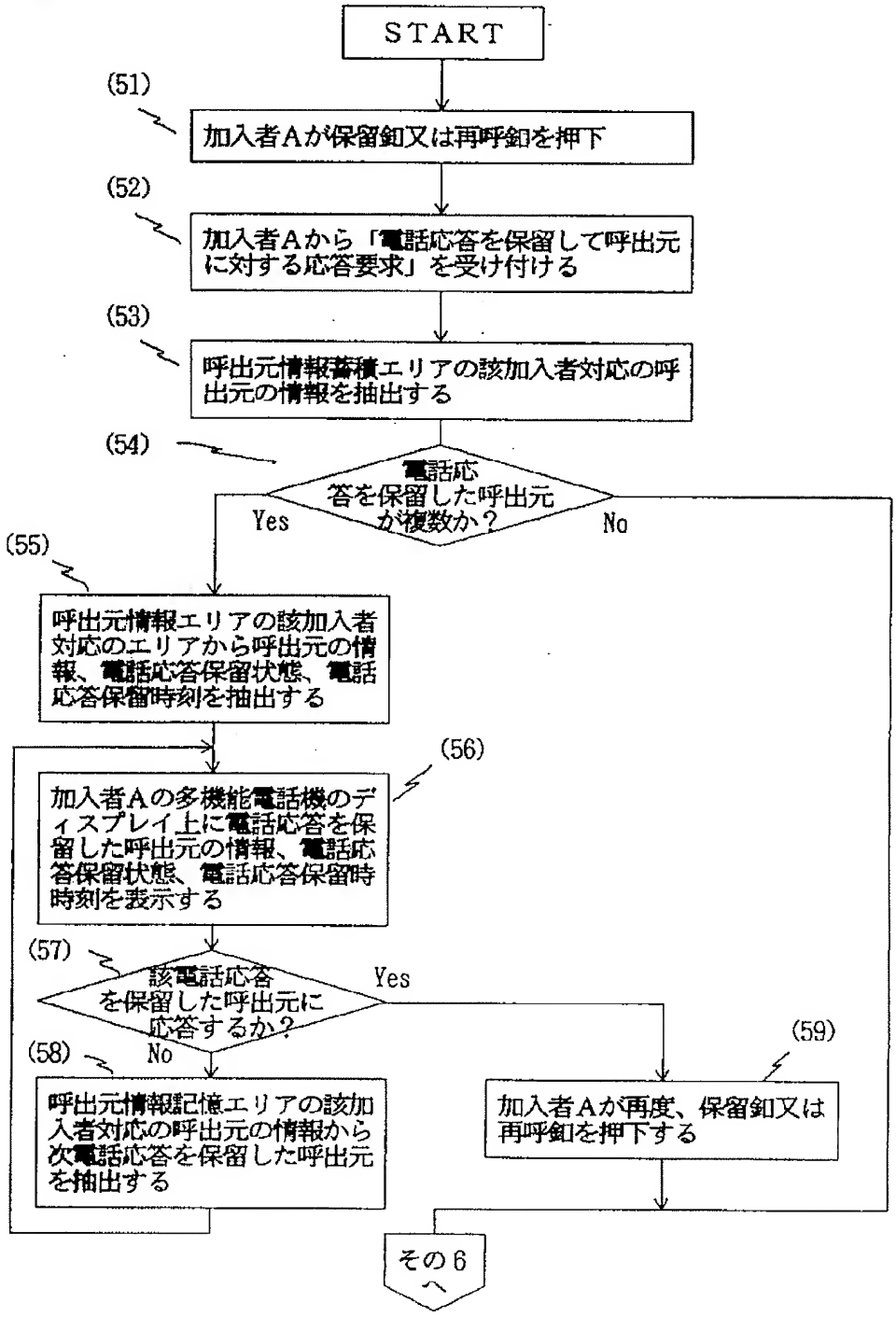


Fig 8

図２における処理フローチャートの実施例（その６）

（多機能電話機に電話応答を保留した呼出元の情報を表示し、該呼出元に対し応答する場合）

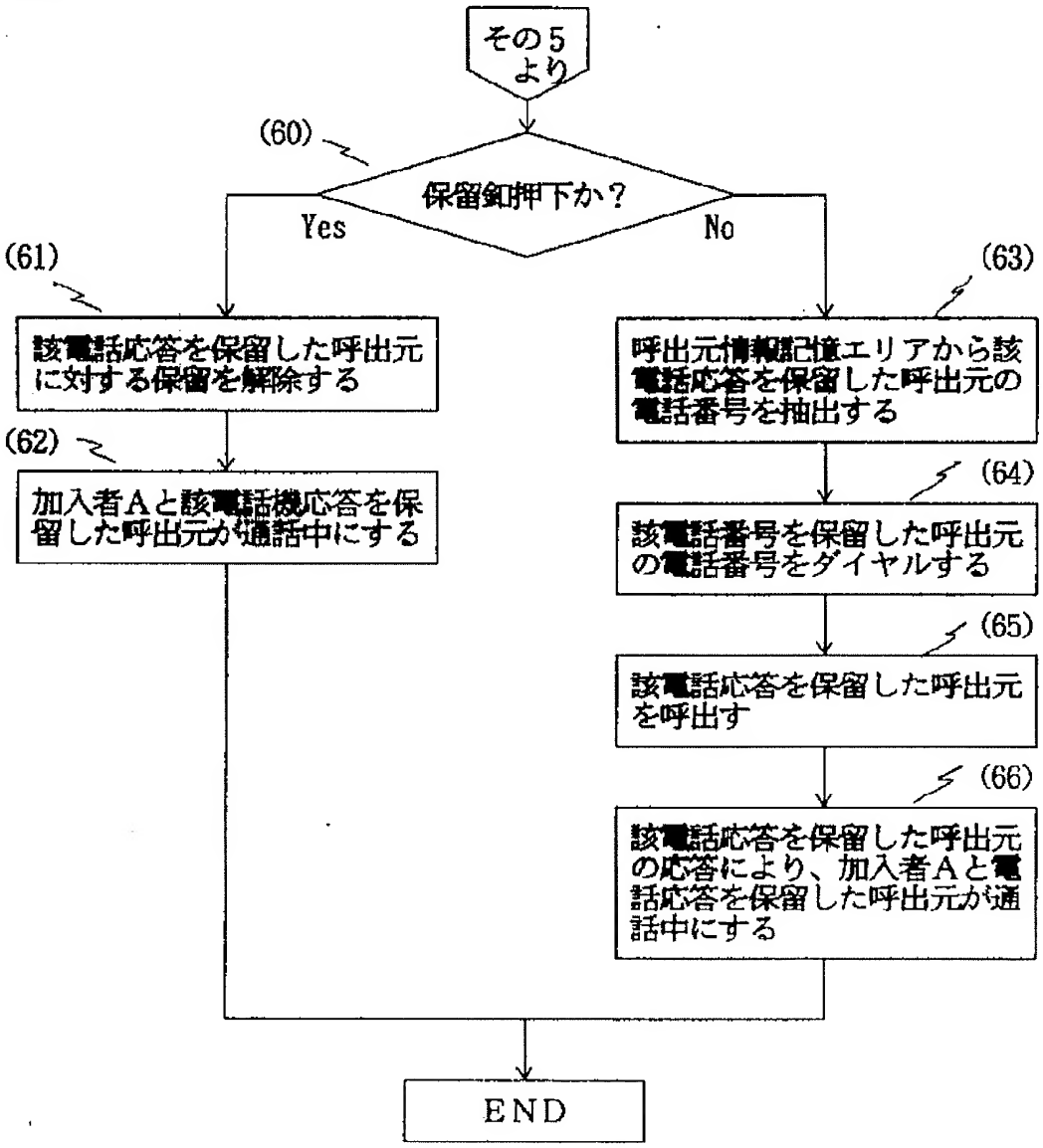


Fig 9

図3における処理フローチャート（その1）

（ワークステーションの電話機呼出し時、応答せずに着信呼を他の誰かに転送する場合）

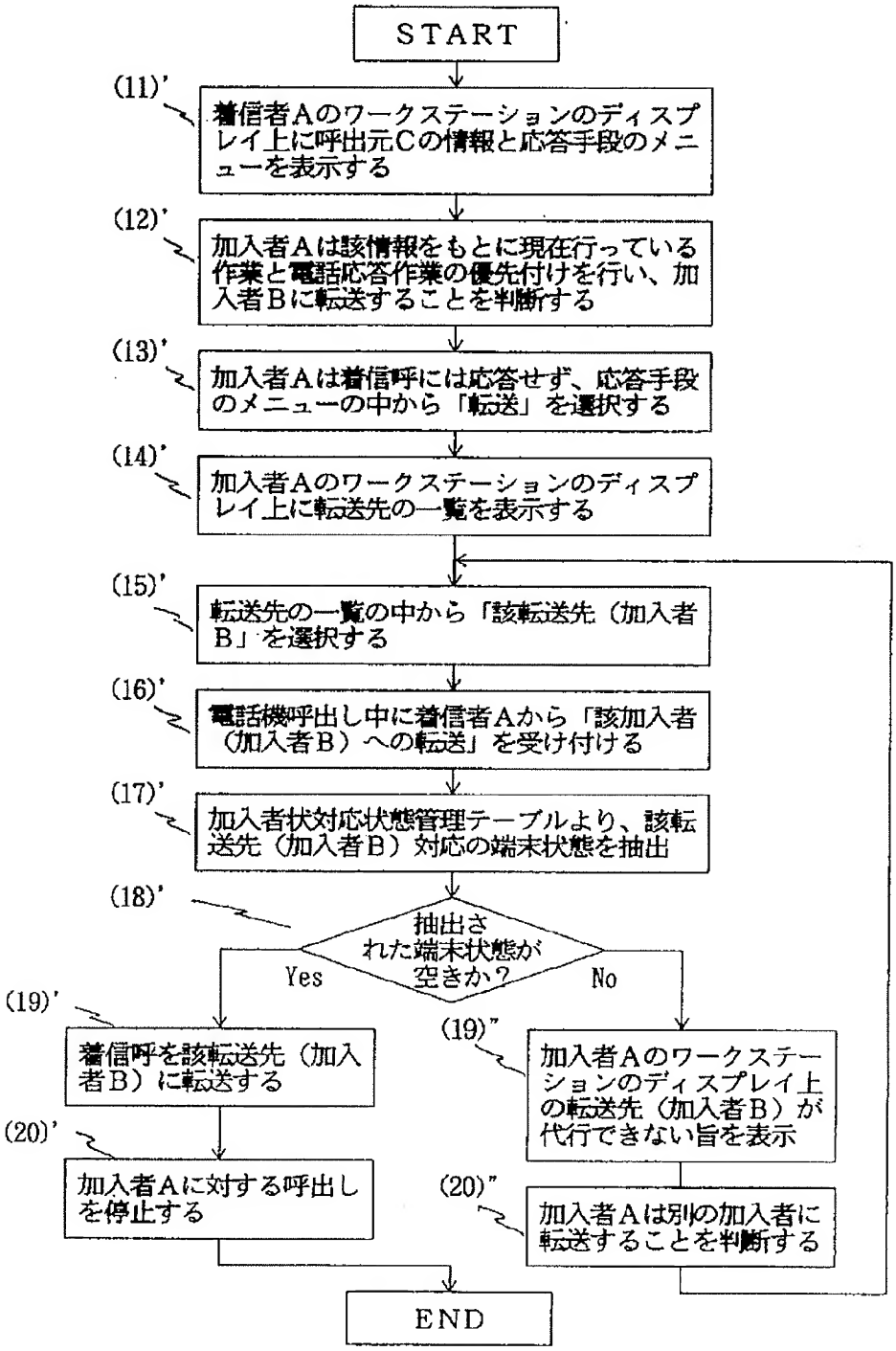


Fig 10

図３における処理フローチャート（その２）

（ワークステーションの電話機呼出し時、応答せずに着信呼を着信者のメールに切替える場合）

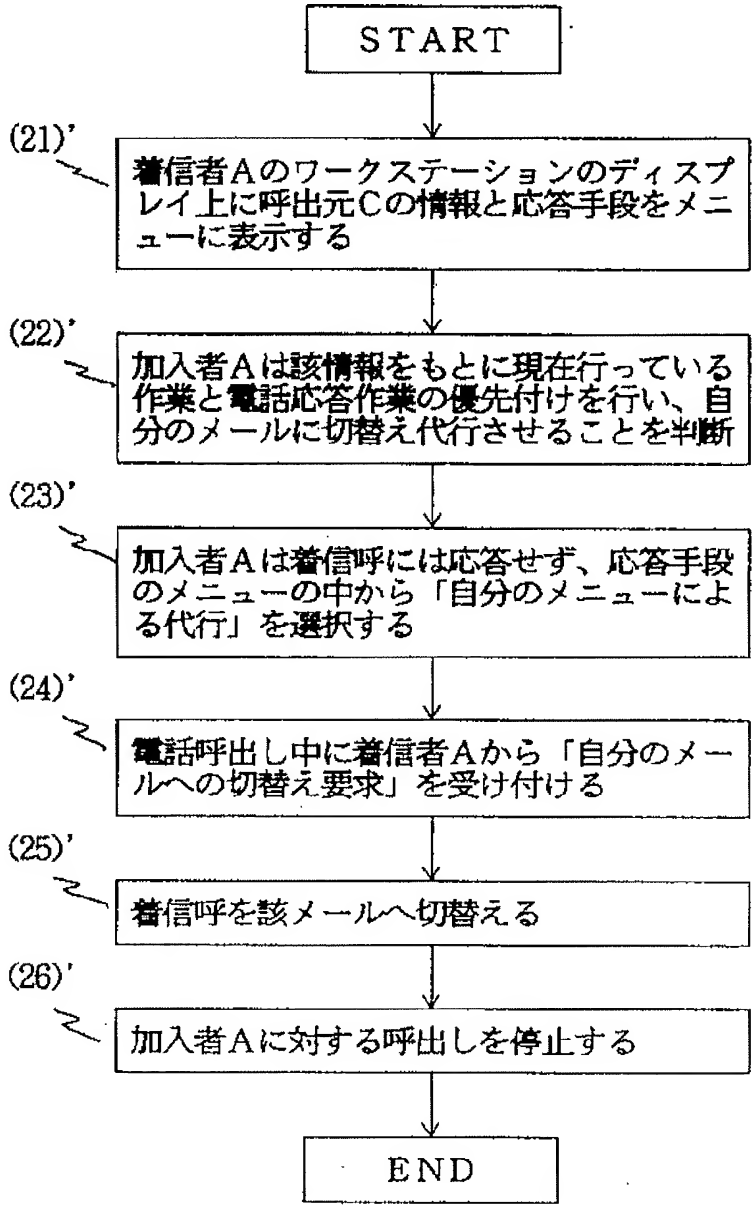


Fig 11

図3における処理フローチャート（その3）

（ワークステーションの電話機呼出し時、応答せずに呼出元を待ち合わせる場合）

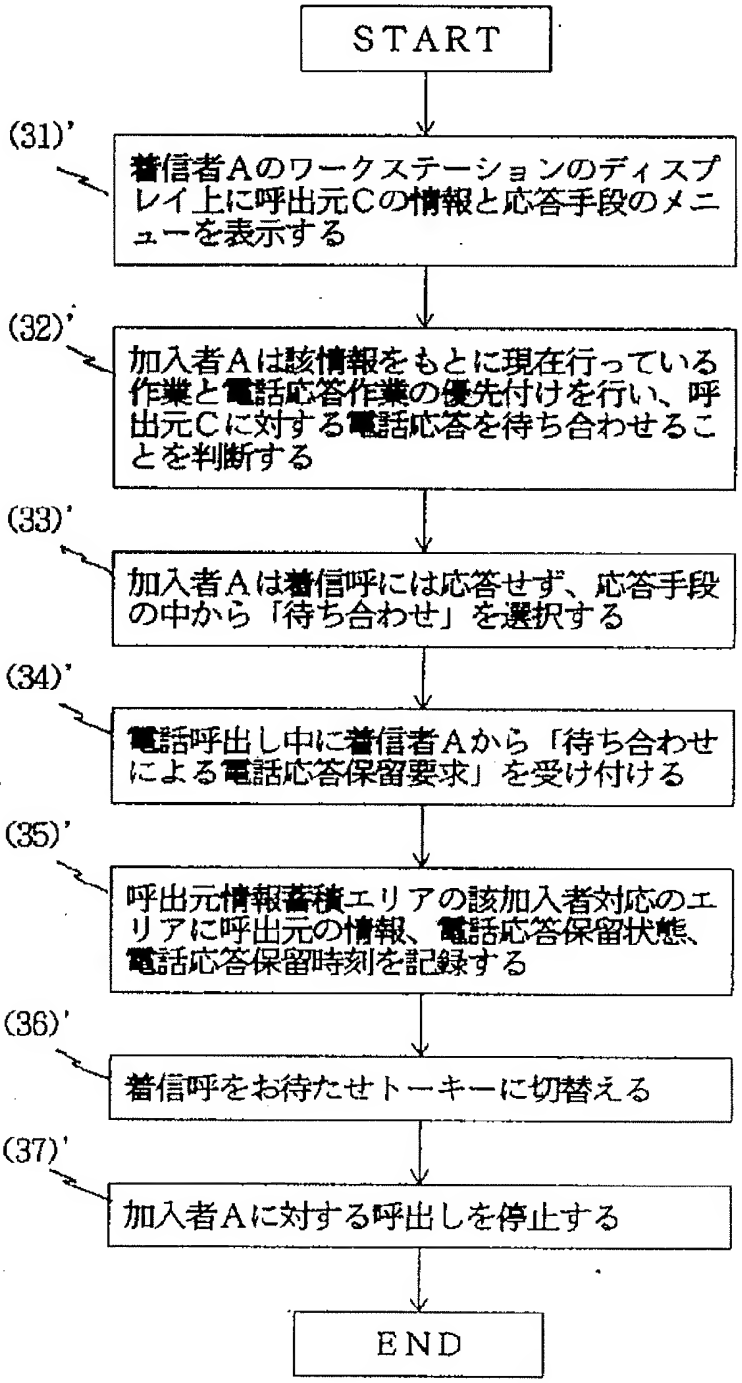


Fig 12

図３における処理フローチャート（その４）

（ワークステーションの電話機呼出し時、応答せずに呼出元に切断を促す場合）

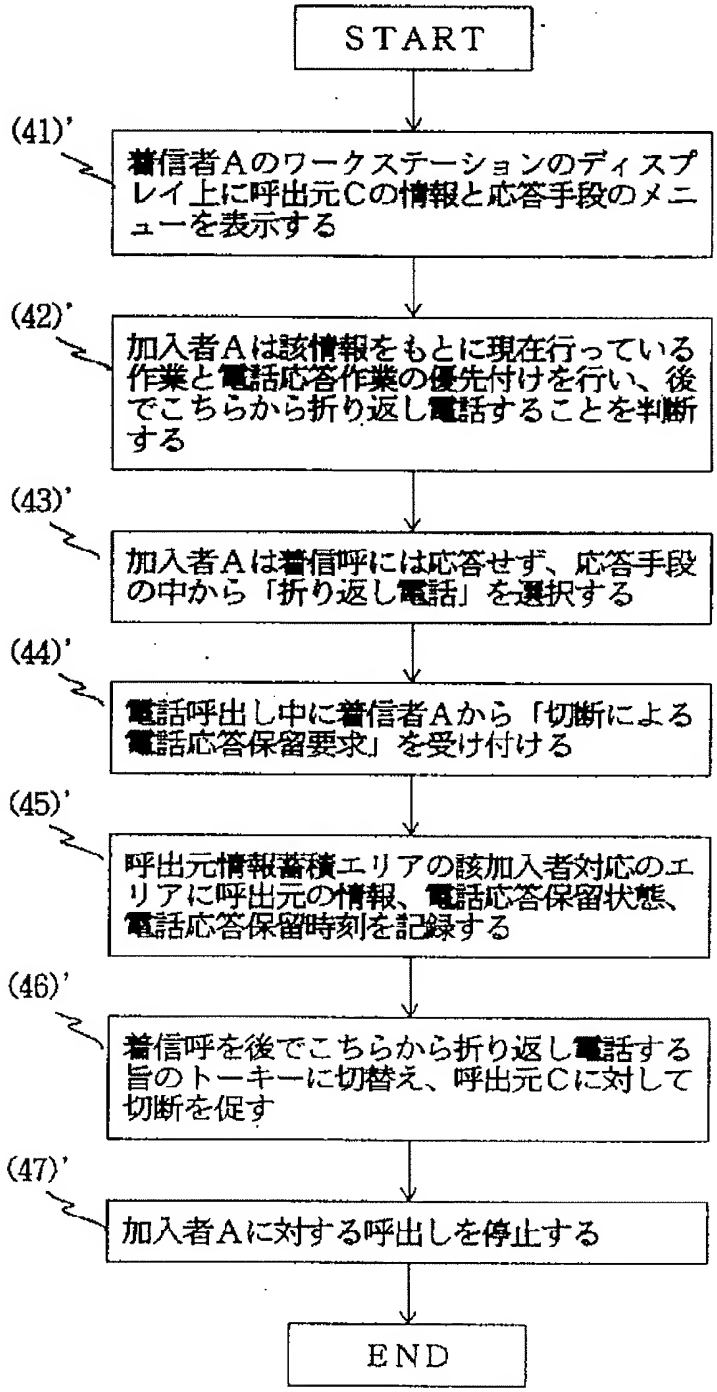


Fig 13

図３における処理フローチャートの実施例（その５）

（ワークステーションに電話応答を保留した呼出元の情報を表示し、該呼出元に対し応答する場合）

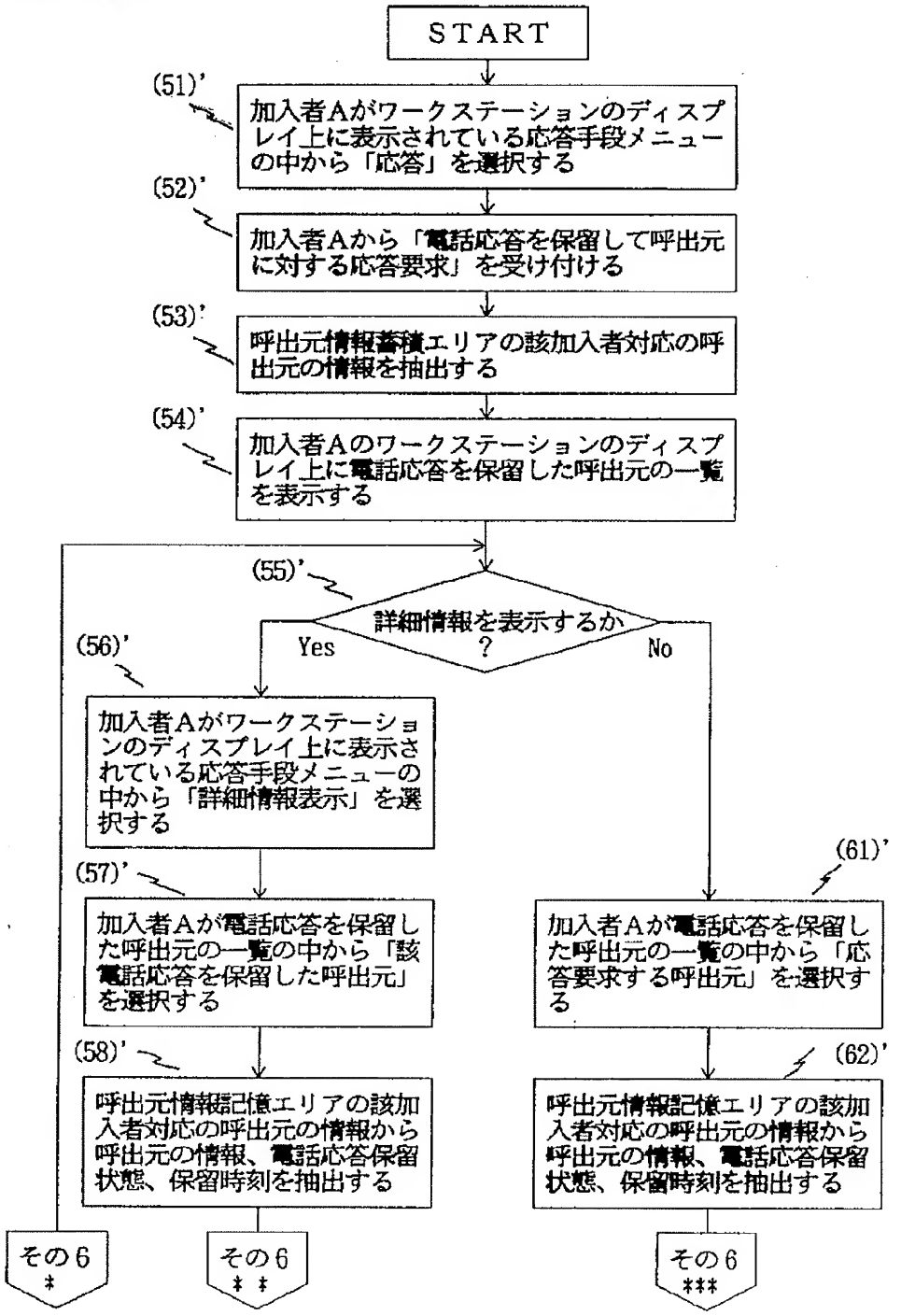


Fig 14

図３における処理フローチャートの実施例（その６）

（ワークステーションに電話応答を保留した呼出元の情報を表示し、該呼出元に対し応答する場合）

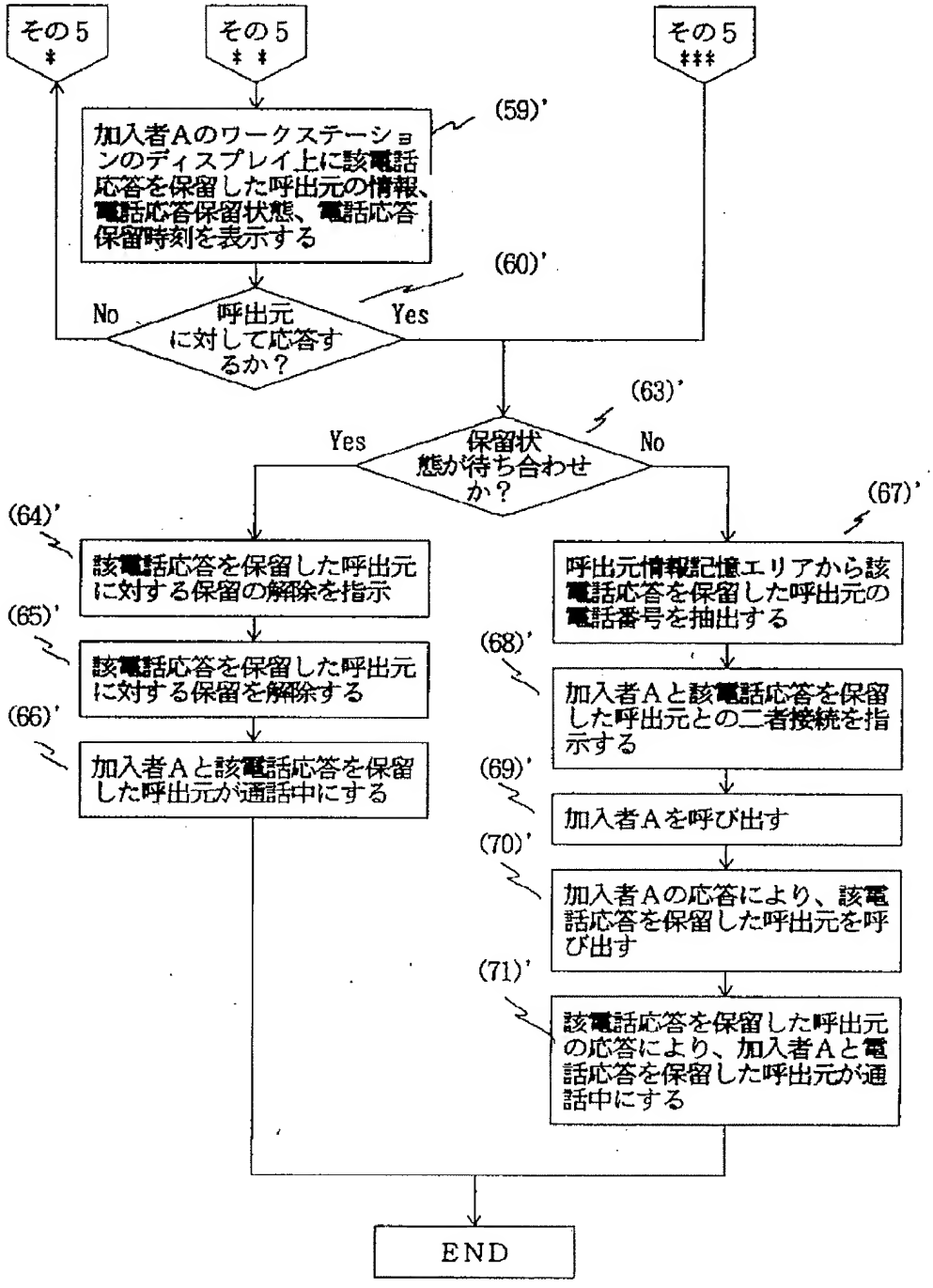


Fig 15